

AMSA and GSA

Household Goods and Freight Forum

Creating Best Value Solutions

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Value = Benefits / Price

Best Value = Quality Received / Expectations

ABF is a proven transportation leader, winning numerous awards for safety, security, and customer service ... They are a role model for our entire industry.

Norman Mineta
U.S. Secretary of Transportation



2005 Best in LTL Security

2005 Best in Claims/Loss Prevention

2005 CIO Enterprise Value Award

2004 Logistics Management Quest for Quality Award

2004 CIO Top 100 Agile Companies

2004 ATA Excellence in Security Award

**2003 ATA President's Trophy for Safety
(an unprecedented fifth time)**

2002 Best LTL in Claims/Loss Prevention

2001 Best LTL in Security

2001 Best in and Claims/Loss Prevention



**An efficient, reliable supply chain requires a carrier that
can deliver goods intact, on time, damage free and
without security delays.**

Bob Davidson
ABF President & CEO



Safety & Security Program

- **Spearheaded by 16 regional managers throughout North America**
- **Each security manager is a former law enforcement official**
- **Emergency response team available round-the-clock**
- **DOT safety regulations strictly followed**
- **Monthly meetings conducted to maintain and enhance skills**
- **Driver monitoring to ensure optimum performance**
- **Safety dinners to recognize best practices**
- **Incentive awards to entice continued improvement**

Perpetual Safety Training

- Training for all employees in all job functions
- Special training for hazardous materials
- Training in tandem with customers to meet special needs
- Training on demand for special projects

Equipment Safety

- Abbreviated replacement cycle to ensure efficiency
- Comprehensive maintenance routines
- Rigorous daily inspections

Driver Safety

- Strictly enforced driver-hiring practices
- Road drivers must be 25 or older
- City drivers must be 21 or older
- Two years minimum experience for newly hired drivers
- 10-year employment history verification for all newly hired drivers
- Exemplary driving record required
- Post-offer physical examination
- Motor vehicle review
- DOT alcohol/drug testing program

Safety & Security

ABF is certified as an Automated Commercial Environment (ACE) carrier by the U.S. Department of Homeland Security, as well as a Customs-Trade Partnership Against Terrorism (C-TPAT) and Free and Secure Trade (FAST) carrier to and from Canada.

ABF is the first major carrier to successfully complete U.S.-Canadian border crossings via an electronic manifest program developed by U.S. Customs and Border Protection (CBP).

The first crossing occurred March 11, 2005, at Blaine, Wash., where the CBP is conducting a pilot program of a new commercial trade processing system.



Quality Process

The quality process begins at pickup. The driver inspects the shipment to ensure packaging is intact and damage free, then signs the BOL.

Quality assurance continues as the shipment is tracked through the system. Freight handlers ensure the shipment remains on time, intact, and damage free from start to finish.



Quality Process

- Focus Groups Foster Teamwork
- Employee involvement in the decision-making process.
- Enhanced responsiveness to customers' needs.
- Partnerships between individuals, service centers, & customers.
- Quality seminars and job skills training.
- Assistance and involvement of customers to identify and solve mutual problems.

Freight Handling Standards

- Use moisture-resistant materials
- Adequately fill and seal containers
- Provide proper bracing
- Evenly distribute weight
- Containerize or palletize
- Avoid pallet overhang
- Use labels to ensure proper handling
- Use generic labeling to thwart pilferage
- Use strapping, seals, and shrink-wrapping to deter theft.
- Complete the bill of lading
- Ensure compliance of applicable regulations

Logistics Management Tools

As freight-transportation professionals continue to demand time- and money-saving applications via Internet-based technology, ABF has sought to meet their needs by developing user-centric applications.

By collaborating with customers to determine their work habits and priorities, we have developed an evolving suite of shipping solutions extremely valuable to supply-chain managers.



Logistics Management Tools

From a customer service perspective, we continually ask ourselves two questions:

- *As a shipper, what should I expect from my transportation provider?*
- *As a transportation provider, what functionality must I provide to be relevant to the shipper?*

The answers led us to a map of customer self-service, providing total shipment visibility and control to the customer.

Logistics Management Tools

- Fully evolved customer service now includes personalization and integration.
- Personalization molds information and functionality to the preferences of the customer.
- Integration along the supply chain allows for the connection of information systems via XML standards, seamlessly linking shipper, carrier, and receiver.
- In the process, ABF further enhances customer care by directing freed-up resources to more customer-critical areas.